

# **Lexmark Multifunction Printers (MFP)**

## **Frequently Asked Questions**

### **General**

**When I walk up to the Testing and Grading MFP (multifunction printer) the touch screen is dark, why?**

The MFP is in a “sleep mode” gently press anywhere on the touch screen or the key pad and the device will “wake” up. If not, check the power the MFP may have been powered off.

**Can I make copies or print other documents on the device?**

No, the MFP is only to be used for Benchmark and Ad Hoc Testing and Grading only

**I received a paper jam error during scanning what do I do?**

Clear the paper jam by following the instructions on the touch screen and re-scan your documents. If you’re having difficulty clearing the paper jam contact your campus ITS

**I printed my bubble sheets but the text and bubbles came out extremely light or faint on the paper not dark like normal, what do I do?**

Chances are the MFP is running low on toner and not enough toner was fused to the paper. Contact your campus ITS and determine if new toner is needed.

Scanning/Grading bubble sheets with not enough toner on the page could result in errors.

**I was in the middle of selecting/printing my bubble sheets (Benchmark or Ad Hoc) and I had to walk away from the MFP, when I came back the “Welcome Screen” was displayed, what happened?**

There’s a timeout function in place, if you walk away or do not input any data for a certain amount of time it will return back to the first screen and you’ll have to start over

### **Benchmark Testing**

**I’ve scanned my Benchmark bubble sheets successfully, how do I get my Benchmark Test results?**

Once you are finished scanning and the results are tabulated you will have the option at the MFP to print or email your student grade reports. It’s recommended to have them emailed to you instead of printed to conserve paper

**I scanned my Benchmark bubble sheet tests successfully but I accidentally forgot to select to have the reports emailed to me, how do I get my email reports do I re-scan?**

No, for Benchmark tests you do not rescan that will provide duplicate results to RRISD Assessment. You will have to wait for the reports to be generated at the district level.

**I scanned my Benchmark bubble sheets successfully and when I selected to have my reports emailed to me I received an error message?**

The email address on file may be incorrect or contain a typo.

If you did not receive an error message and still did not receive your student grade reports there may be an issue with the email server, contact your campus ITS

**Do I need an Answer Key when I scan my Benchmark tests?**

No, the Benchmark tests are graded electronically. You only need an answer key when you give an Ad Hoc test (i.e. teacher created tests, common assessments, etc.)

**I have a new student, when I printed off my Benchmark bubble sheets for my entire class he/she was not listed and there was not a pre populated bubble sheet for that student, what do I do?**

When you print off the bubble sheets for your class you will also receive two blank bubble sheets that omit the student name and student ID. Give one of these to the student to take the Benchmark Test. Scan/Grade all your tests, the software on the MFP will detect the blank bubble sheet and prompt you to enter the student name (enter it as Last name, First name) and the student ID number using the touch screen on the MFP. This is important so that RRISD Assessment can capture the results

**My student accidentally left a question blank or filled in two bubbles on one question, how is that graded?**

The question will be marked incorrect.

**In the middle of scanning/grading my Benchmark Tests I received this error message, “Error-Contact System Administrator”, what do I do?**

Contact your campus ITS and capture as much data as possible. Your campus ITS will need to know: Date and Time of scan, teacher name, Test ID and/or Name of the bubble sheets you were scanning..

**I have more Benchmark Bubble Sheets than what will fit in the Automatic Document Feeder (ADF), how do I scan/grade all my bubble sheets?**

The ADF is designed to only hold 75 sheets of paper. Scan your first batch of 75 bubble sheet tests and the system will ask you if you’d like to scan more. Load the second batch in the ADF select “yes” and click “next”. You can repeat this procedure until you’re done scanning your entire bubble sheet tests

**Ad Hoc Testing (i.e. Teacher created tests, common assessments, etc.)**

**How do I grade my Ad Hoc bubble sheet tests?**

When you print out your bubble sheets for your students, the first page printed will be an Answer Key. The teacher must fill out the Answer Key with the correct answers to the test being administered. When it is time to scan/grade the bubble sheet tests, the Answer Key must be placed in the ADF face up on top of the student’s bubble sheet tests. Press “Grade Tests” on the touch screen

**I would like to give a 15 question multiple choice only Ad Hoc test but I don’t have the option to print a 15 question bubble sheet form what do I do?**

You can still give your 15 question test. Select the bubble sheet form with 25 multiple choice questions. You only need to fill out the Answer Key with 15 answers. The software will recognize the test only contained 15 questions and will be graded appropriately.

**I teach two classes during 3<sup>rd</sup> period (i.e. English I and AP English) do I need two answer keys or just one when I scan/grade my tests?**

If you are administering just one test with the same answers you can combine both classes under one answer key. If it's two different tests you will need to fill out two different answer keys.

**I teach English I in 2<sup>nd</sup>, 3<sup>rd</sup>, and 4<sup>th</sup> period, my students are all taking the same test and I printed bubble sheets for all my students. Can I use one answer key and scan/grade all at once? How will this affect my student grade reports?**

Yes, you can use one answer key. After scanning/grading all three periods at one time the teacher will have the option to receive the reports for each period and reports for the aggregate results (all 3 periods combined into one report)

**I would like to give a test that has a majority of multiple choice questions and a couple open response and/or a “griddable” questions. Is there an answer key/bubble sheet available for this option?**

Yes, there are two test forms to choose from depending on your campus, one bubble sheet test form for Elementary Schools and one for Middle/High Schools. Each contain 100 multiple choice questions, a “griddable” section and an area for teachers to grade the student's open response answers.